CONUS NETWORK OPERATIONS REPORTING

Continental United States - Theater Network Operations and Security Center

Guide to Using ARWeb

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ARWEB is the Internet Tool for the CONUS-TNOSC Remedy Action Request System. The following instructions provide a guide for using ARWEB.

NOTE: Before you can access the CONUS-TNOSC Remedy Web Server, you will need an account (i.e., a user ID and password) and the IP address of the computer you will be using must be added to the list of authorized users. To do this, call the CONUS-TNOSC Help Desk at DSN: 879-6798/2572 or commercial 1-800-305-3036 and open a trouble ticket requesting this access.

1. Once your account is created and you are notified that it is available, type http://www.conus-tnosc.army.mil in the URL block on your browser (the address block on Internet Explorer 4.0).

2. Click on the "Remedy Submission" hyperlink under "Login Required".

Figure 1: CONUS-TNOSC Web Page

3. Depending on the settings of your browser, you may or may not receive a "Secure Page" warning message. Since the Remedy Submission system is secure, please click on the OK button.

You may also receive a warning about the Security Certificate. Our certificate is now issued by DISA and was verified to be current and accurate. Please click on the "Yes" button to continue.
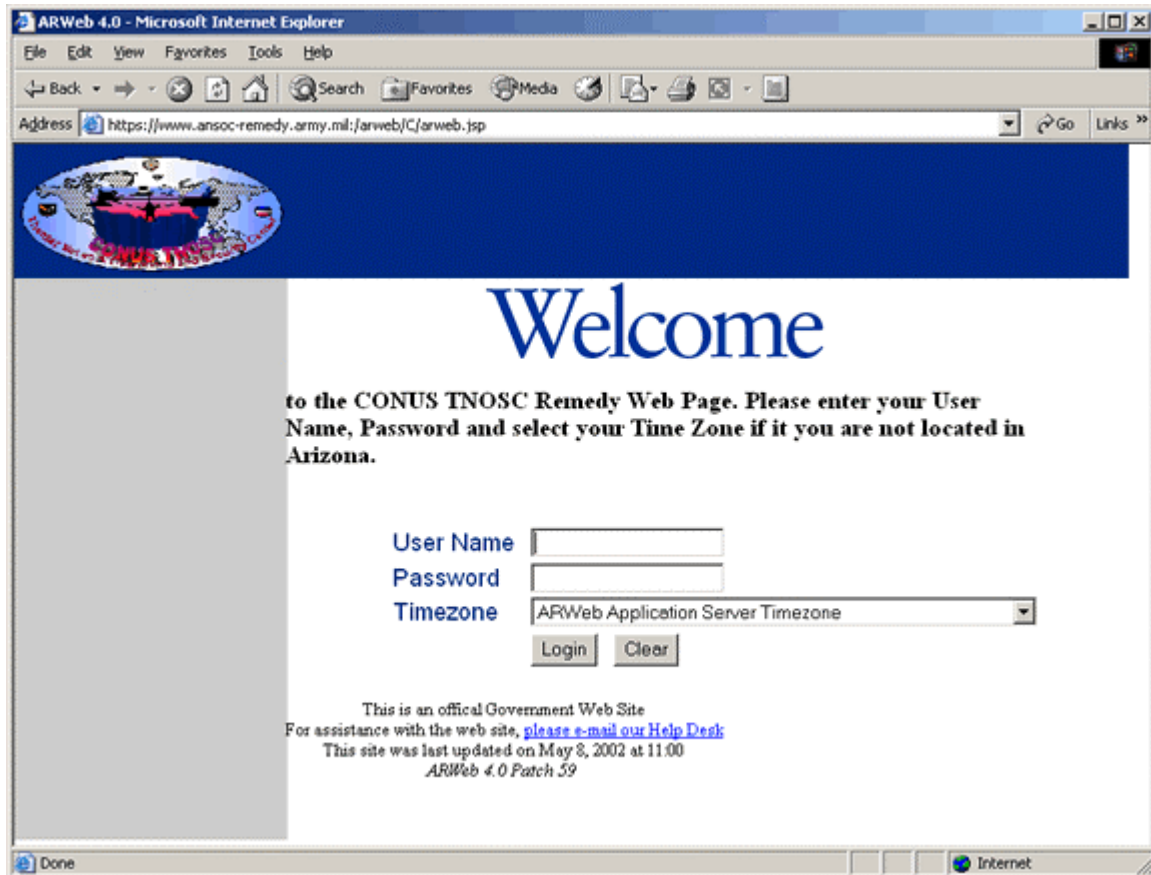

Figure 2: CONUS-TNOSC Remedy Login Web Page

4. Click on the User field and enter your user ID. Use the tab key to move the cursor to the password field and enter your password. Both fields are case sensitive. Please click on the "Login" button to login to the Remedy site.

If you receive an error message, please use the "Back" button and re-enter your login information. If you continue to receive an error message please contact the CONUS-TNOSC Action Request Center (ARC) at DSN: 879-6798/2572, or commercial 1-800-305-3036 and have them create an action request (Trouble Ticket).

5. The next page displayed is a list of schemas available for use. The schemas displayed to you is set up by the CONUS-TNOSC Remedy Administrator. If you have a need to access other schemas, please contact the ARC at DSN:

879-6798/2572, or commercial 1-800-305-3036 and have them create an action request (Trouble Ticket).
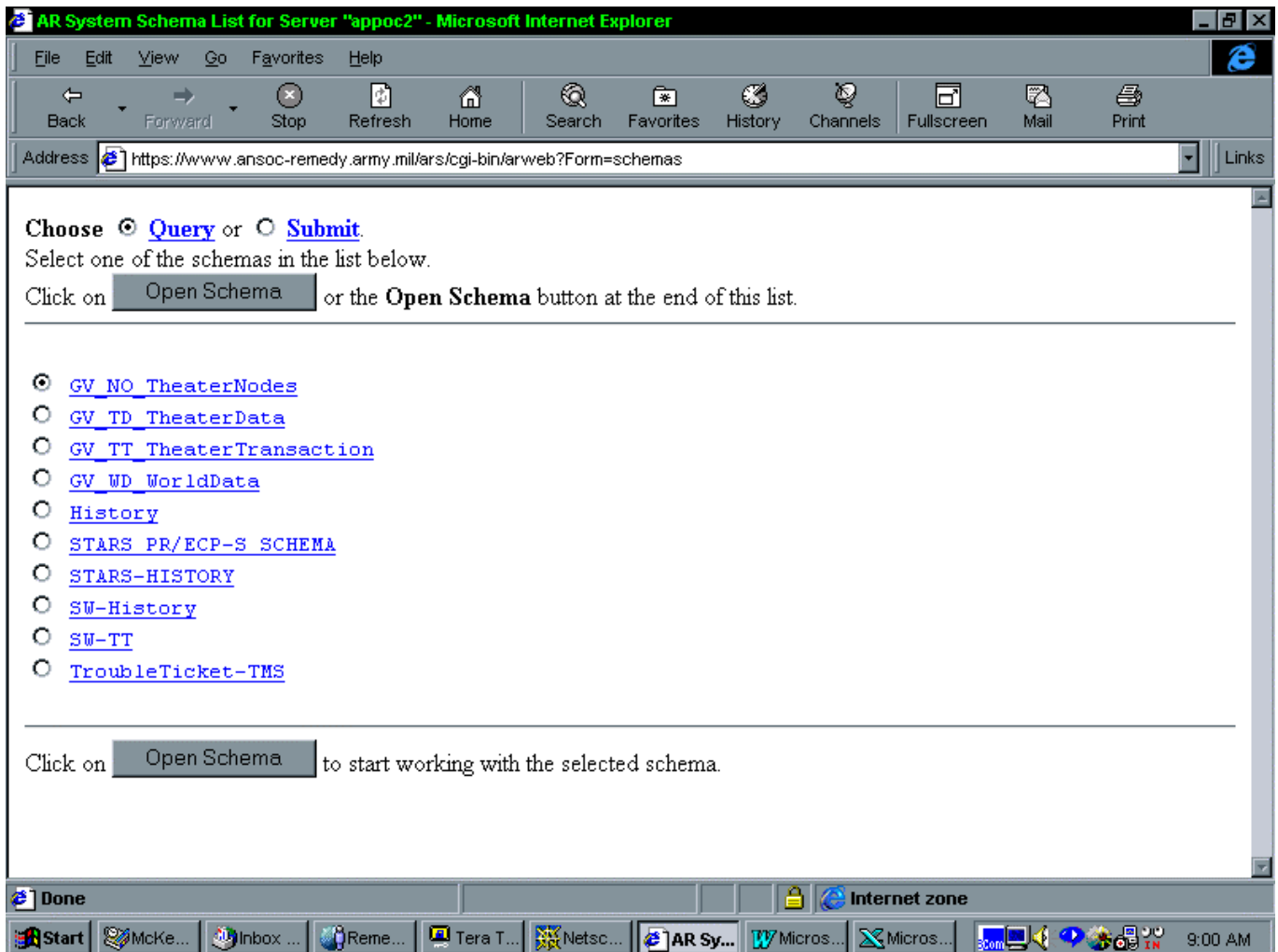

Figure 3: List of Available Schemas

6. Select the schema you are interested in by clicking the radio button to the left of the schema name. If you click the name of the schema rather than the radio button, you will be taken to a Help screen for that schema (although there may or may not be much in the way of information there).
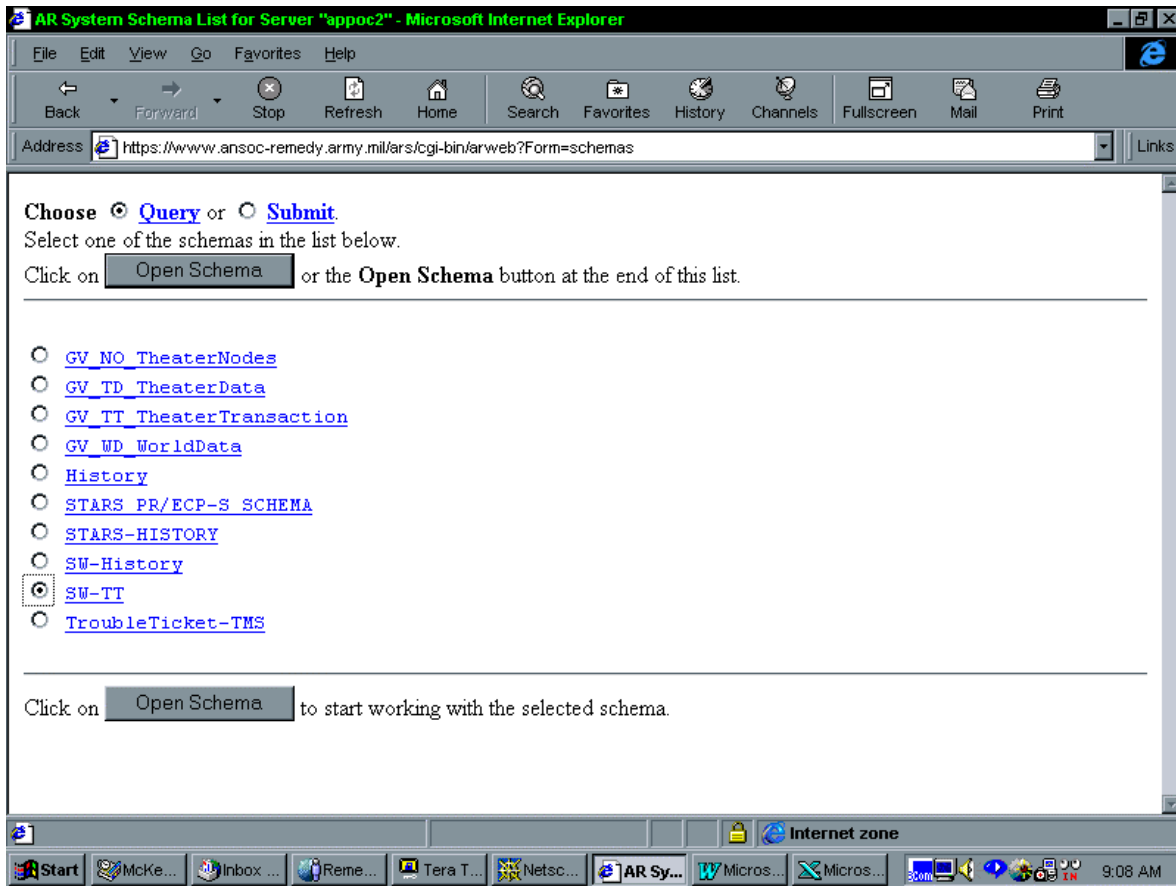
Figure 4: List of Available Schemas with Schema SW-TT selected

7. To submit a new ticket, click the radio button to the left of the word "Submit" and then click on the "Open Schema" button. (If you click on the word "Submit" rather than the radio button, it will take you to some fairly detailed information on how to submit a ticket.)

   When the data entry page comes up, fill in the necessary information. In some cases, you type in text information; in other cases you can select from a list of possible choices by clicking the arrow next to a field. If you click on the name of a field (usually highlighted in blue), it will take you to Help for that field.

   After placing the appropriate information in the proper places, click on the "Submit" button and make a note of the Trouble Ticket number you are assigned, you will need this to query on the Trouble Ticket's current status.
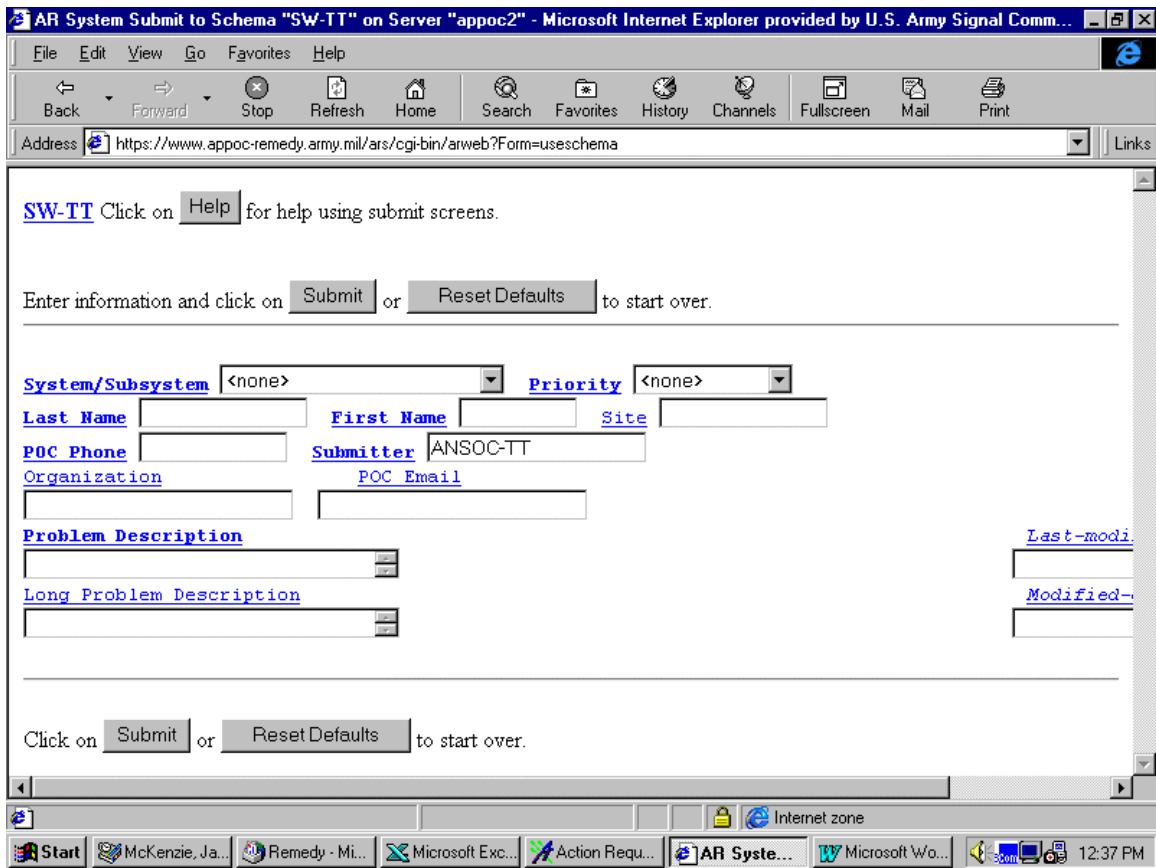
Figure 5: Submit Web Page

8. To examine existing tickets, click the radio button to the left of the word "Query" and then click on the "Open Schema" button. (If you click on the word "Query" rather than the radio button, it will take you to some fairly detailed information on how to query the database.)

   The query page looks very similar to a "Submit" page. You build a query by entering something in one or more fields and then clicking on the "Run Query" button. For example, if you enter "New" in the Status field and run the query, you will get a list of tickets where Status="New".

   If you get a message that the number of entries exceeds the maximum, try to refine your query or you can set the maximum number of entries returned to a larger number by moving to the bottom of the query form and entering a higher number, up to 500. The default number of entries returned is 50.
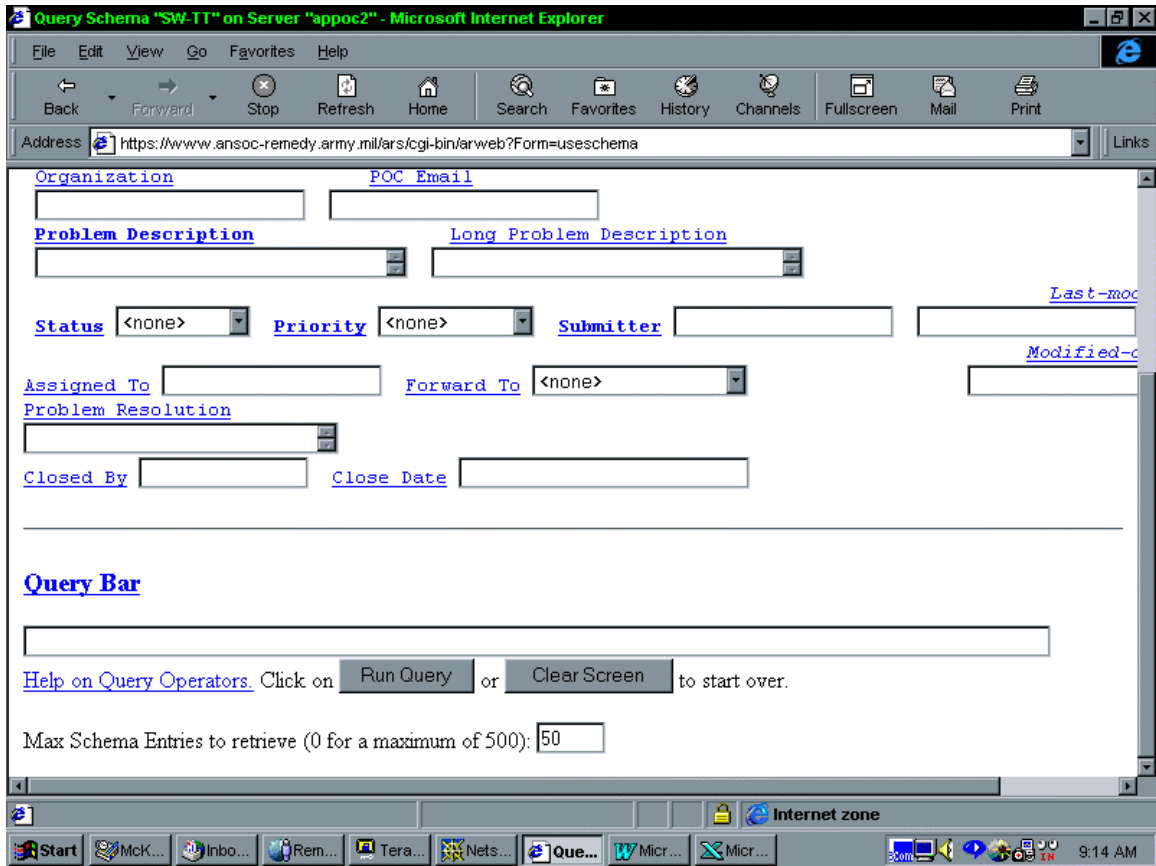
Figure 6: Query Web Page (page 1)

Figure 7: Query Page (page 2)

9. A list of tickets which meet the query conditions you specified will be displayed. In some cases, the ticket number will be highlighted (in most browsers). Just click on it to display a ticket you are interested in.

   In other cases, the ticket number will not be highlighted but the words "Display" and "Modify" will appear (highlighted) for each ticket in the list. Click on "Display" to view a read-only copy of the ticket or "Modify" to change the ticket (assuming you have permission to make changes to that ticket).

Figure 8: Query Results Web Page